

City of San Antonio

ANIMAL CARE SERVICES



FY 2021
FIRST QUARTER REPORT





Shannon Sims, Interim ACS
Director

DIRECTOR'S DESK

As we closed the door on FY 2020—what many of us will consider as the most challenging year in recent memory—ACS knew there was still work to be done in FY 2021. The first quarter began a period of transition, including my stepping in as Interim Director and the conversion of 11 long-term temporary positions into full-time COSA positions. After making quick operational adjustments in FY 2020 to ensure the health and safety of staff and customers, ACS has continued to make strategic improvements around campus during the first quarter of FY 2021. Visitors and staff will soon have ample parking as construction crews are working to expand the campus parking lot. Staff is also working to revamp the annex, which was converted last year into a Welcome Center to receive visitors, provide information, and direct guests around campus. Additionally, the San Antonio City Council voted to ban the retail sale of animals from breeders. Instead, pet stores will sell dogs and cats acquired from shelters and animal rescue groups.

Despite all of the changes occurring at ACS, what has remained constant has been ACS staff dedication to caring for San Antonio's animals and improving the lives of those in our community.



Rita Braeutigam, Advisory
Board Chair

CHAIR'S CORNER

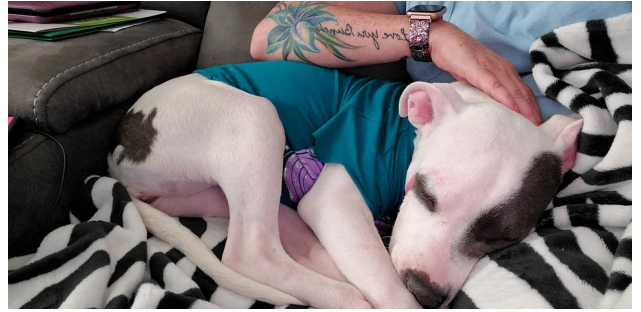
I am sure that many of us have experienced the fear and anxiety of having a lost pet. No matter how it happens, be it an open gate or a dropped leash, a piece of our heart goes missing when a pet does. The ASPCA reports that 6.5 million pets enter shelters in our county every year. Of those millions of pets, only around 700,000 will be reunited with their owners. That equates to barely 10% of the pets entering shelters. We know that far more than 10% of pets in shelters have owners who are desperately trying to find them. Because of this, ACS began implementing programs and practices that take a proactive approach to getting lost pets home. That approach starts with microchipping. Microchipping is the best way to permanently identify your pet. When microchipped pets enter ACS, dedicated staff spend hours every day calling on microchips and searching social media for contact information for owners. This has led us to being a national leader in reuniting pets and their families.

While the national average for returning pets to owners is only 10%, ACS hovers around 25%. Well at least it normally does. This quarter, however, we reached a return to owner rate of 32% which is something unheard of in a shelter of our size. We know that this number will continue to rise as more and more of our community embrace responsible pet ownership and microchipping.

HAPPY TAIL

The holiday season tends to bring about change and good will. Sometimes it is good Samaritans, such as the many fosters, wanting to provide warmth and comfort to an injured animal. Sometimes it is adopters wanting to provide a “fur”ever home to some of the lost and forgotten pets in the community. This Howl-iday Happy Tail happens to be both!

Harlee (formerly Bella) was reported as a roaming puppy that had potentially been hit by a car. Officers responded to the call and were initially unlucky in convincing Harlee to come out from hiding under a house where she had been provided some food and water. It was clear to the Officers that while she did not appear to have life threatening injuries, she was injured none-the-less and needed medical attention. After being unable to determine ownership of Harlee, one of the Officers was able to get into contact with the home owner, who was out of town for work, and get permission to place a humane dog trap on his property. A short time later, Officers were able to impound Harlee and bring her back to ACS to receive veterinary attention for what was either road rash or some unknown burn.



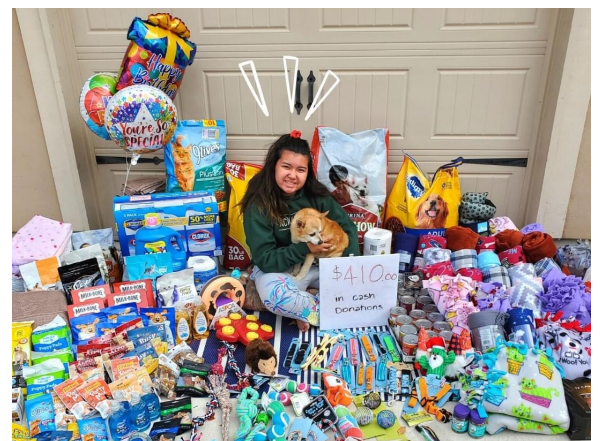
After a week of recovering at ACS, Harlee went home with her foster family. Her recovery came along nicely and her lasting impact on her foster family came even faster. Within a few days she had rendered them helpless to her puppy charm. While they originally did not have intentions of adding another dog to their family, Harlee's love and playfulness were the perfect fit.

Harlee's former foster mom, now proud pet parent, had this to say about Harlee and adding her to the family:

“She has filled a hole in our hearts that we did not even know was there. She has such an amazing personality, keeps us laughing...She loves to play with squeaker toys, run around the back yard and play with her big sister...She loves to cuddle on the couch with us and loves my kids. She was the perfect addition to our family, we didn't even know we needed. She brings our family so much happiness and is spoiled rotten. She will NEVER feel anything again but love and protection.”

BIRTHDAY GENEROSITY

For five years, ACS has been on the receiving end of local teen Liliana's immense generosity. For her 15th birthday, and for the fifth year in a row, Liliana asked for donations for ACS instead of birthday gifts for herself, and the community stepped up in a big way. After collecting donations on Facebook as part of a fundraiser, Liliana and her family gathered over \$400 worth of supplies for ACS shelter pets. ACS is extremely grateful to Liliana and her family and friends who reached this incredible goal. ACS staff and pets are sure to appreciate every single item!



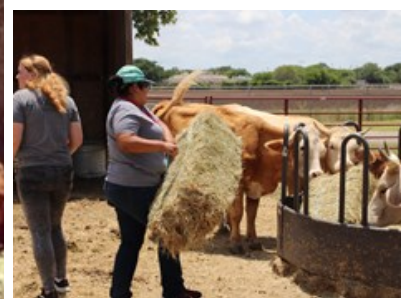
RIVER RESCUE

In late December, Animal Care Officer Winckler was dispatched to a call for a dog stuck in the river at the intersection of Beauregard and Washington. A resident who noticed the dog swimming around had been trying to coax her to safety for over an hour, but the walls around the river were too tall for her to climb by herself and she was becoming almost too exhausted to stay afloat. Officer Winckler arrived to the location, knowing this would be a tough rescue, and called for backup Animal Care Officers just as SAFD's water rescue team rolled in to assist. The SAFD rescue team immediately jumped in the water and started to swim after the dog, corralling her to the other side so ACS officers could help lift her onto dry grounds. SAFD Medic Guerrero was able to grab the dog by the scruff and hold her to give her a break from paddling. Officer Winckler then helped bring the dog to shore, dried her off, provided heat support to make her more comfortable, before immediately getting her back to ACS for a veterinary exam. The team decided to name her "Bea", after the street where she was rescued. After a brief recovery and some much needed rest at the ACS campus, Bea was picked up by a rescue group to begin her new life and find her fur-ever family. ACS is grateful to SAFD and the concerned caller for helping Bea get out of her predicament.



LIVESTOCK ON CAMPUS

Prior to the onset of COVID-19, ACS Field Operations staff, along with assistance from sister shelter ACS Bexar County and SAPD's Helicopter Detail, confiscated several livestock animals that were being kept in cruel conditions. The location was over 60 acres and dense with vegetation, so trying to corral the animals was very difficult. Eventually the team was able to contain the animals and transport them to the ACS campus to be cared for until a custody hearing could be held. Not long after they arrived, however, COVID-19 caused the courts to shut down, thereby delaying the custody hearing for the animals. What was supposed to be a short stint at ACS turned in to a 9-month stay for these visitors. While ACS shelter staff are used to providing excellent care for the cats and dogs normally on campus, caring for livestock presented a new challenge for many staff. It was a challenge, however, that shelter staff took in stride and before long, became as comfortable caring for the livestock as they are with cats and dogs. During their time at ACS, the animals gained weight they desperately needed, and after the custody hearing was recently allowed to move forward, were rehomed in better condition than they arrived.



FY 2021 1ST QUARTER STAFF UPDATE

Employee Name	Position	Action
Nadine Edwards	Animal Care Officer	New Hire
Greg Garcia	Animal Care Officer	New Hire
Ericka Colon	Animal Care Officer	New Hire
Layne Bower	Animal Care Officer	New Hire
Kamar Wright	Animal Care Attendant	New Hire
Johnnie Alvarado	Animal Care Attendant	New Hire
Damian Alvarado	Animal Care Attendant	New Hire
Destinee Garcia	Animal Care Attendant	New Hire
Michael Johnson	Animal Care Attendant	New Hire
Stephanie Romo	Animal Care Attendant	New Hire
Sierra Harris	Live Release Program Coordinator	New Hire

FY 2021 1ST QUARTER CADETS

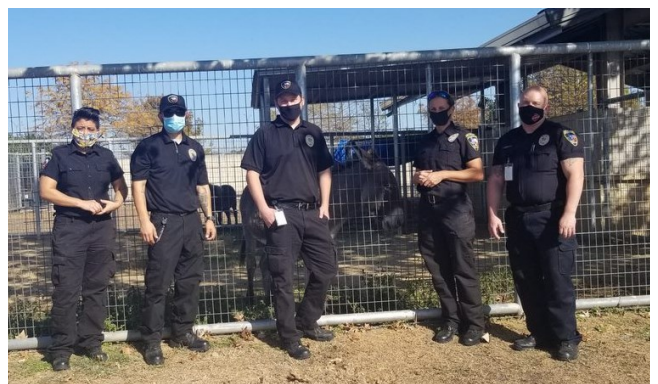
Cadet Jeromey Abbott – Prior to ACS, Cadet Abbott worked with the Department of the Air Force as a civilian police officer and served 12 1/2 years in the US Army as a military police officer/investigator. He served 3 tours to Iraq and an overseas assignment to Wiesbaden, Germany. He moved to San Antonio in 2015 and looks forward to graduating from the ACS Animal Control Officer academy. His goal is to help people understand State law and city ordinances on how to properly maintain pets. He spends his spare time with his wife Doriana Cardenas and has 2 kids, ages 9 and 13.

Cadet Layne Bower – While on a ride along in February 2020, Cadet Bower, knew that this was the job for him. After working at 2 different nonprofits, he decided to dedicate this portion of his life to helping those that cannot help themselves; animals. His first professional job with animals was as a kennel technician for Tracy's Dogs Dog Rescue where he adopted his dog Mandy, whom he could not imagine life without. He learned to effectively educate people about animal welfare and make education a major part of his day when talking to citizens of San Antonio.

Cadet Nadine Edwards – Prior to coming to ACS, Cadet Edwards served in the United States Army for six years serving all over the United States, including San Antonio, and overseas with tours in South Korea, Turkey, Europe and the Middle East. After completing her service, she served for the headquarters cadre as a management assistant for USAEUR. She came back to San Antonio and now calls the Alamo City home. She is proud to have served her country and is excited to continue serving her community as an Animal Care Officer. She has always had a love for all animals. In her spare time, she volunteers with the South Texas Off Road Mountain Bikers (STORM), building and maintaining the trails throughout the city's greenway spaces and volunteers as a trail steward. She looks forward to her second career as an Animal Care Officer and helping educate animal owners so they can take better care of their pets. She is a proud owner of one rescue dog, one rescue cat, and one rescue gecko.

Cadet Greg Garcia – Cadet Garcia started his career with ACS caring for the animals in the kennels, before moving to field operations and serving as a first responder and bites investigator. He brings a wealth of knowledge, having been an ACO for 7 years. He is a native San Antonian who is excited to be back with Animal Care Services to help educate his fellow citizens on responsible pet ownership and make a positive impact on his community. Cadet Garcia enjoys spending time with family including his dog, Gunner.

Cadet Ericka Colon – Raised in El Paso, Cadet Colon made her way to San Antonio to attend the University of the Incarnate Word where she graduated with a Bachelors in Biology with a minor in Chemistry. She moved on to working in the veterinary field as a Veterinary Assistant, then Shift Lead and then Practice Manager at several veterinary hospitals. After 13 years in veterinary hospitals, her next step was to try another position in animal care and now is a part of the City of San Antonio Animal Care Services Department as an Animal Care Officer.



FY 2021 1ST QUARTER PERFORMANCE

Analysis of the annual metrics for Fiscal Year 2021 will be a comparison of the results for Fiscal Year 2021 and the average of respective metric totals for the previous three years (Fiscal Year 2018, Fiscal Year 2019, and Fiscal Year 2020). Annual Fiscal Year 2021 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

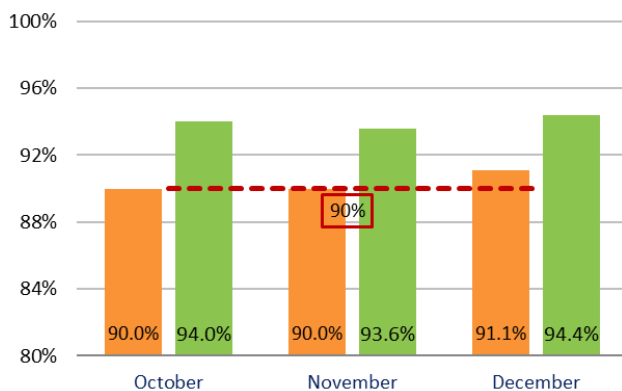
INCREASING THE LIVE RELEASE RATE

Since FY 2017, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs and enhancing existing programs. Free dog training for adopters helps ensure successful outcomes. Building partnerships with external agencies to take part in national events and grant opportunities. Continuing to support and be supported by committed rescue partners. These are just some of the ways in which ACS is pushing to maintain and raise the Live-Release rate.



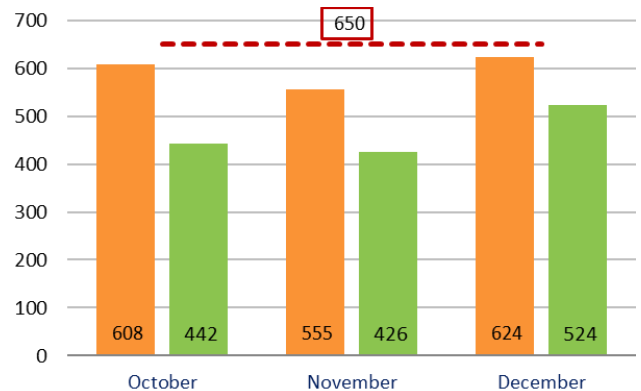
Live Release Rate

FY21 Annual Goal: 90%
 FY21 Q1 Results: 94.0%
 FY18-FY20 Q1 Avg. Results: 90.4%



Adoptions

FY21 Annual Goal: 7,800
 FY21 Q1 Results: 1,392
 FY18-FY20 Q1 Avg. Results: 1,787



--- FY 2021 Target Prior 3 Year Average FY 2021 Actual

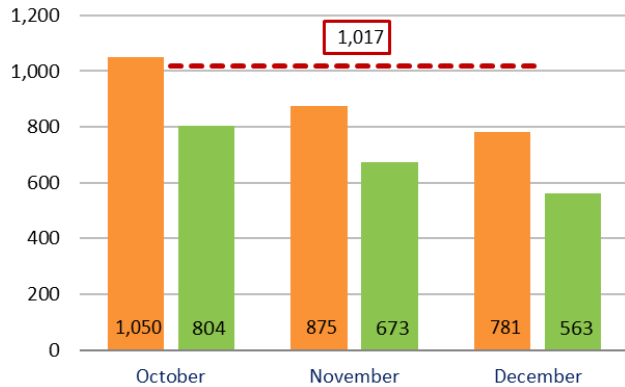
INCREASING THE LIVE RELEASE RATE (CONT'D)

Rescues

FY21 Annual Goal: 12,200

FY21 Q1 Results: 2,040

FY18-FY20 Q1 Avg. Results: 2,706

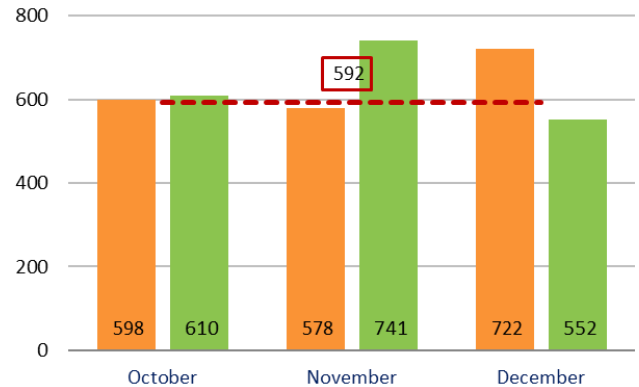


Return To Owner (Overall)

FY21 Annual Goal: 7,100

FY21 Q1 Results: 1,903

FY18-FY20 Q1 Avg. Results: 1,898

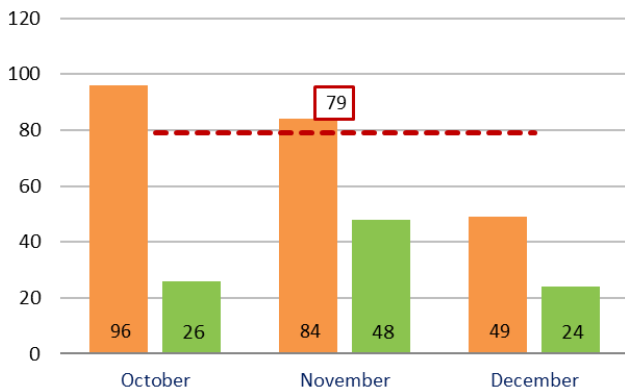


Trap Neuter Release

FY21 Annual Goal: 950

FY21 Q1 Results: 98

FY18-FY20 Q1 Avg. Results: 229

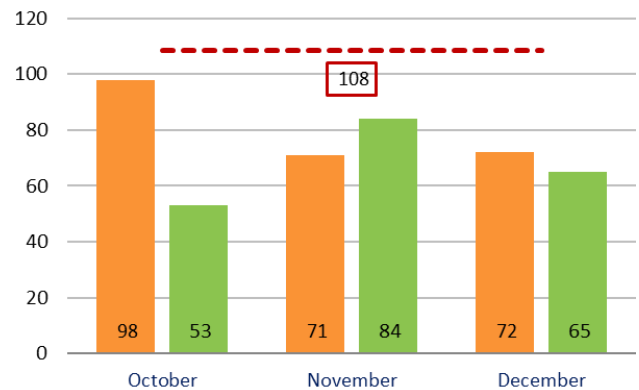


Pets Fostered

FY21 Annual Goal: 1,300

FY21 Q1 Results: 202

FY18-FY20 Q1 Avg. Results: 241

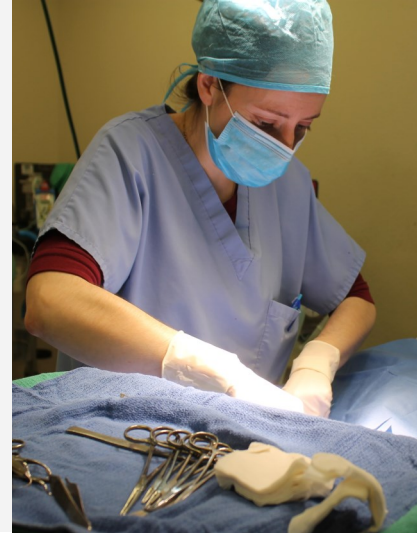


--- FY 2021 Target Prior 3 Year Average FY 2021 Actual



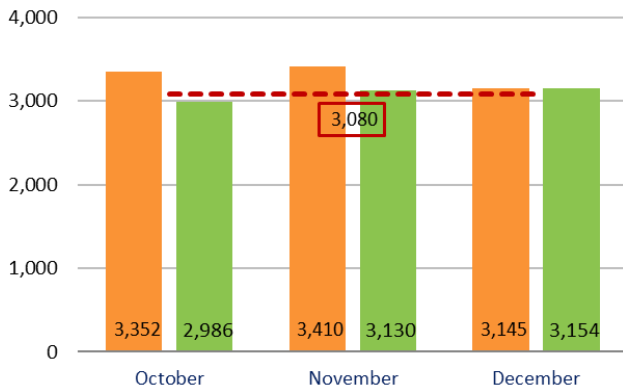
CONTROLLING THE ROAMING ANIMAL POPULATION

Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does microchipping, which allows ACS to reunite roaming pets with their owners, often without needing to bring the animal to the ACS campus. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.



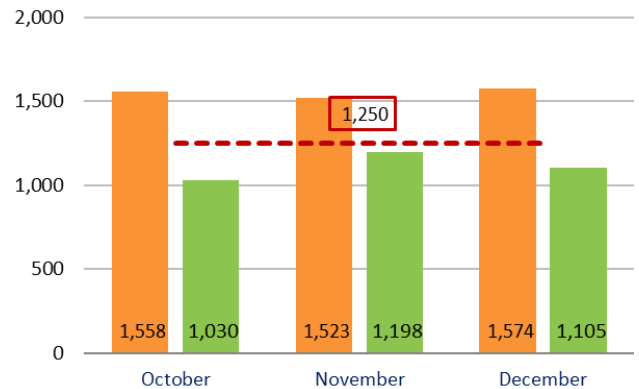
Total Spay & Neuter Surgeries

FY21 Annual Goal: 36,955
 FY21 Q1 Results: 9,270
 FY18-FY20 Q1 Avg. Results: 9,907



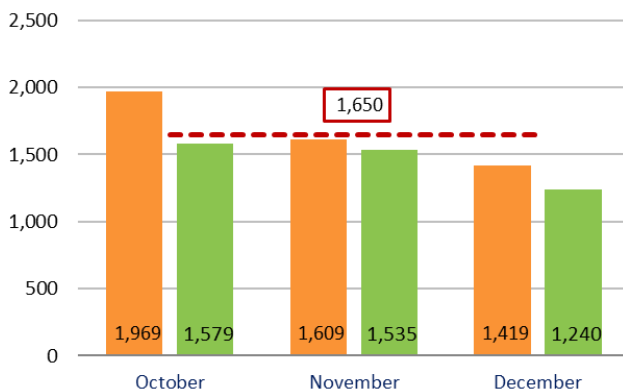
Microchips Registered

FY21 Annual Goal: 15,000
 FY21 Q1 Results: 3,333
 FY18-FY20 Q1 Avg. Results: 4,655



Deceased Dog/Cat Pick-up*

FY21 Annual Goal: 19,800
 FY21 Q1 Results: 4,354
 FY18-FY20 Q1 Avg. Results: 4,997



* In this metric a lower number means a greater success.

--- FY 2021 Target Prior 3 Year Average FY 2021 Actual

ENHANCED ENFORCEMENT

Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to dangerous/aggressive dogs and animal cruelty cases. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of residents and their pets. This has lead to an increase in dangerous/aggressive dog designations, violations written, and cruelty cases filed.

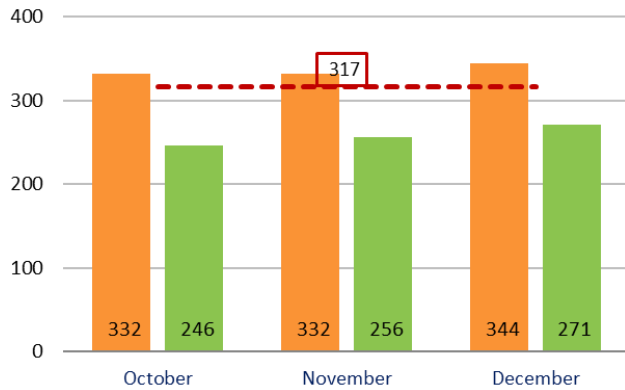


Pets Returned to Owner in the Field

FY21 Annual Goal: 3,800

FY21 Q1 Results: 773

FY18-FY20 Q1 Avg. Results: 1,008

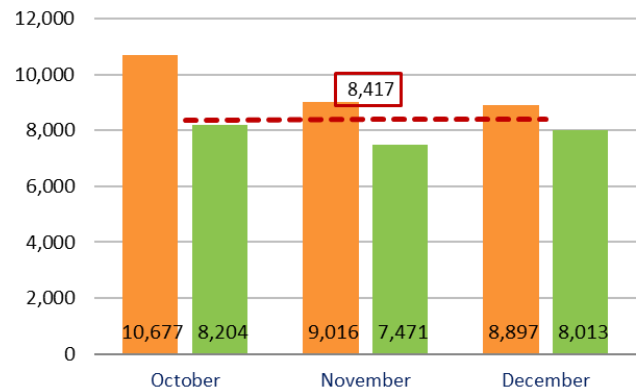


Calls for Service Requests

FY21 Annual Goal: 101,000

FY21 Q1 Results: 23,688

FY18-FY20 Q1 Avg. Results: 28,590

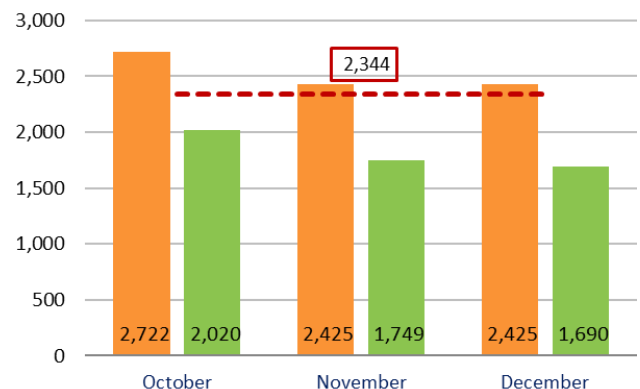


Impoundments

FY21 Annual Goal: 28,130

FY21 Q1 Results: 5,459

FY18-FY20 Q1 Avg. Results: 7,572

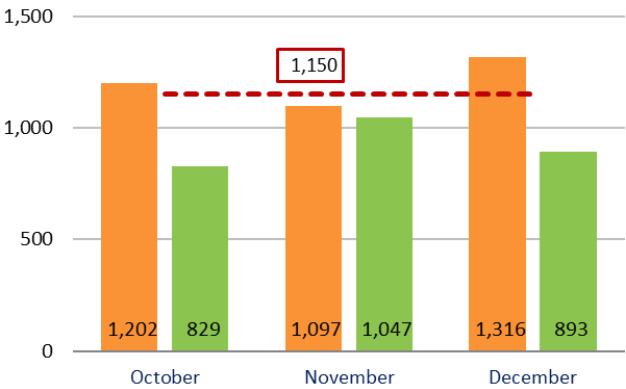


--- FY 2021 Target Prior 3 Year Average FY 2021 Actual

ENHANCED ENFORCEMENT (CONT'D)

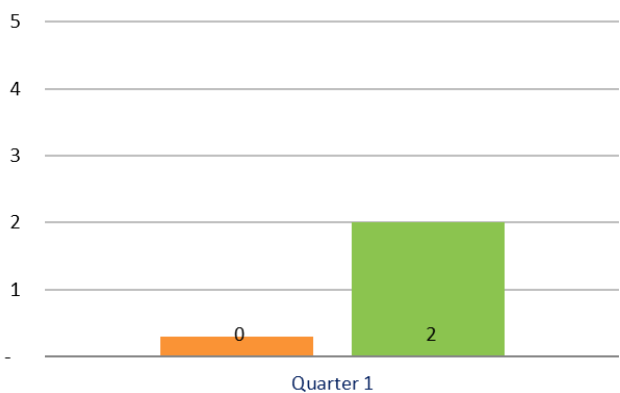
Citations Written

FY21 Annual Goal: 13,800
FY21 Q1 Results: 2,769
FY18-FY20 Q1 Avg. Results: 3,615



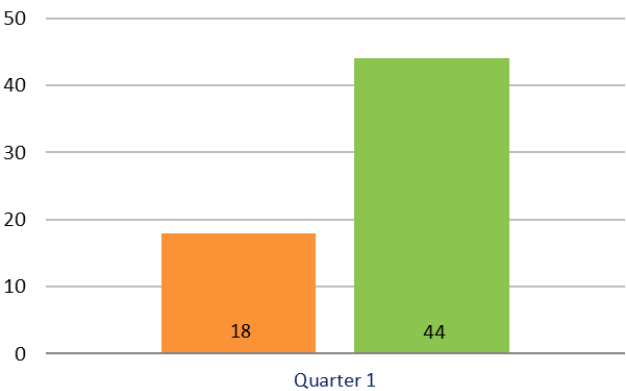
Serious Bodily Injuries

FY21 Q1 Results: 2
FY18-FY20 Q1 Avg. Results: 0



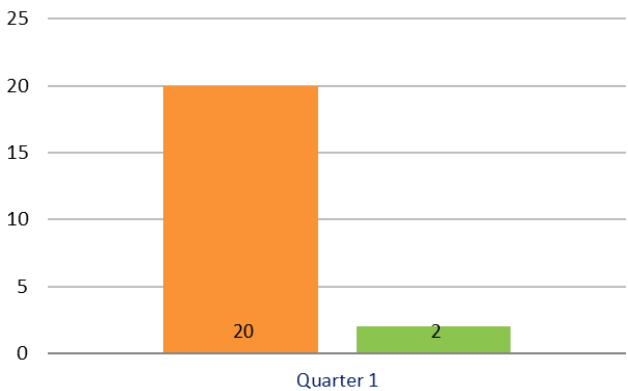
Aggressive/Dangerous Designations

FY21 Q1 Results: 44
FY18-FY20 Q1 Avg. Results: 18



Cruelty Cases Filed

FY21 Q1 Results: 2
FY18-FY20 Q1 Avg. Results: 20



--- FY 2021 Target Prior 3 Year Average FY 2021 Actual



ENGAGE & EDUCATE THE COMMUNITY

The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. To broaden ACS' reach and better adapt to modern trends, the Education & Outreach Division enhanced its social media efforts. Their efforts have been met with great success and as such, their Homes Reached now includes their digital outreach efforts as well (effective February 2020).

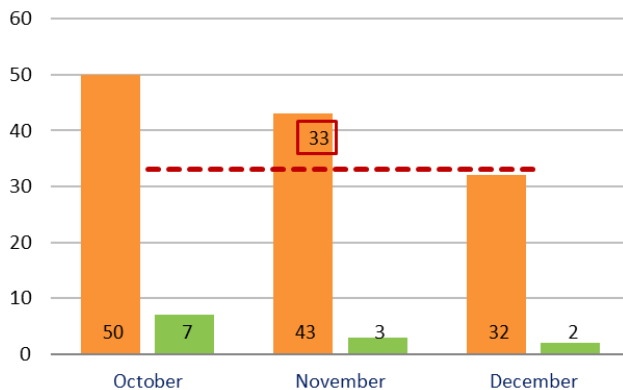


Education Events

FY21 Annual Goal: 400

FY21 Q1 Results: 12

FY18-FY20 Q1 Avg. Results: 125

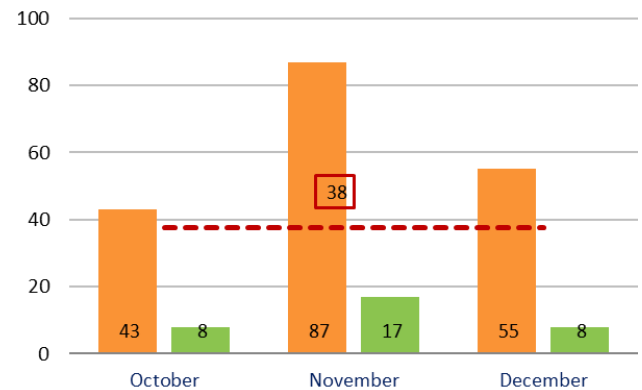


School Presentations

FY21 Annual Goal: 450

FY21 Q1 Results: 33

FY18-FY20 Q1Avg. Results: 185

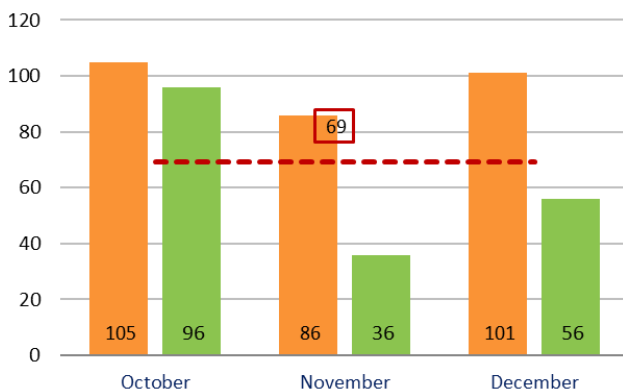


Media Interactions

FY21 Annual Goal: 830

FY21 Q1 Results: 188

FY18-FY20 Q1 Avg. Results: 292

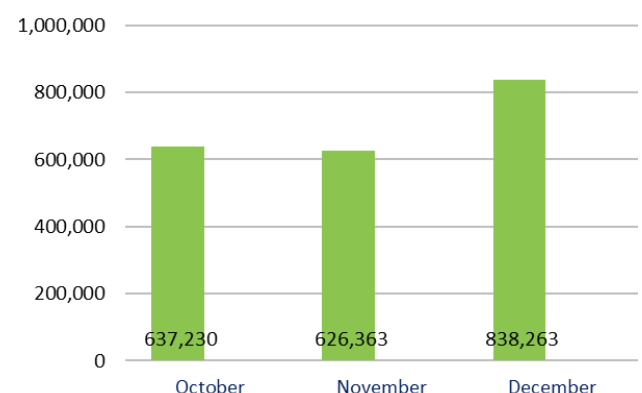


Digital Reach*

FY21 Annual Goal: N/A

FY21 Q1 Results: 2,101,856

FY18-FY20 Q1 Avg. Results: N/A



* This metric was adjusted in FY21, it does not include prior years

--- FY 2021 Target Prior 3 Year Average FY 2021 Actual